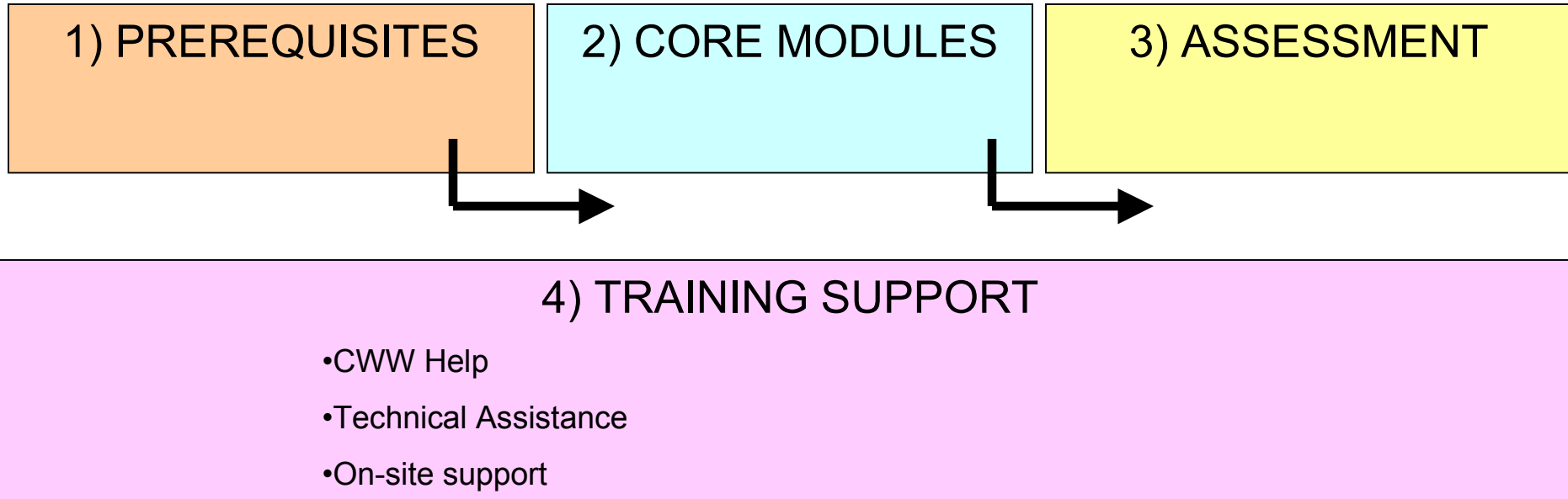


CWW TRAINING MODEL

July 19, 2004

CWW TRAINING COMPONENTS



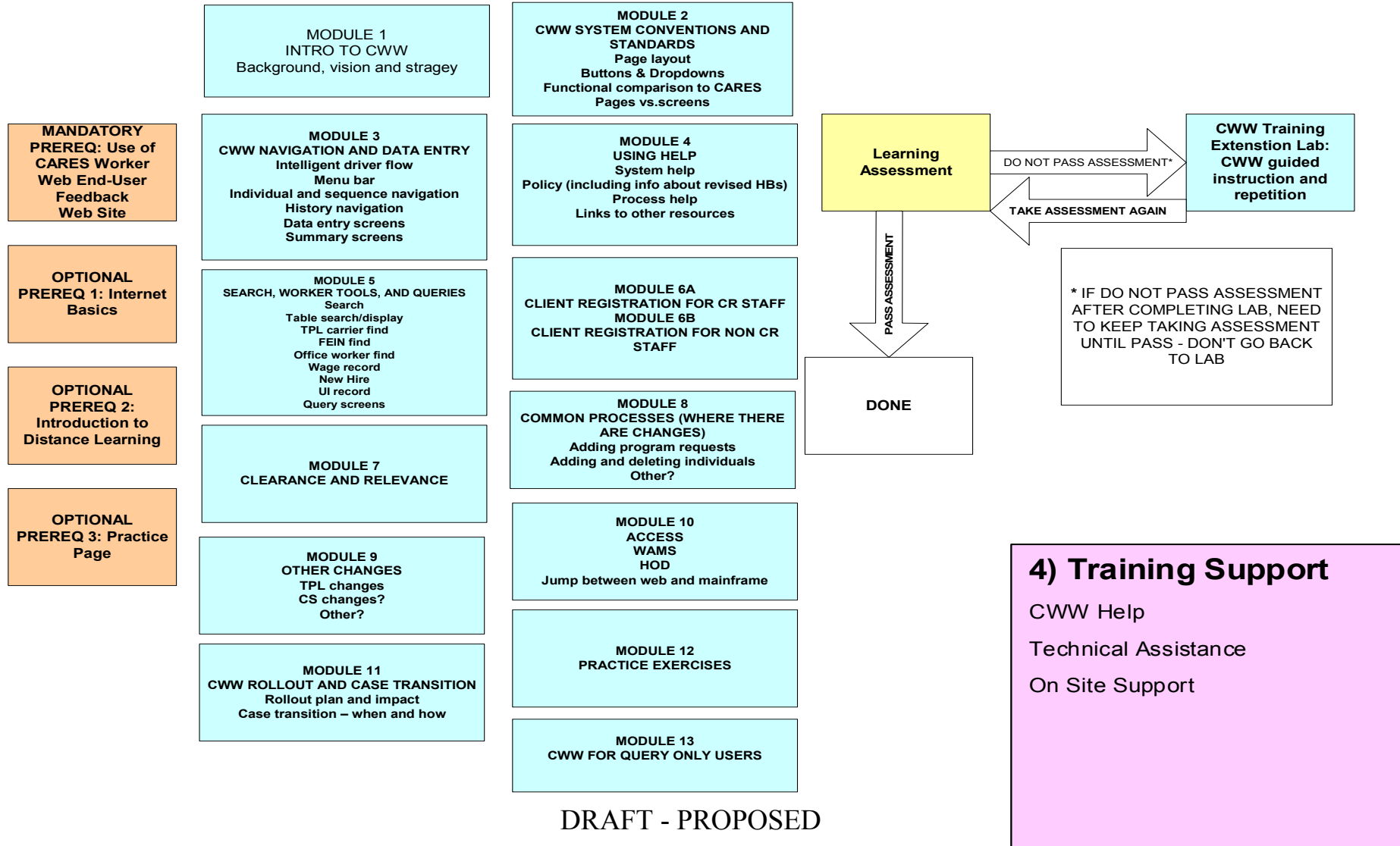
ORGANIZING THE COMPONENTS INTO A MODEL: CORE MODULES VIA DISTANCE, ASSESSMENT BASED “LEARNING EXTENSION LAB”

1) Prerequisites

2A) CWW Core Training Modules: DISTANCE BASED

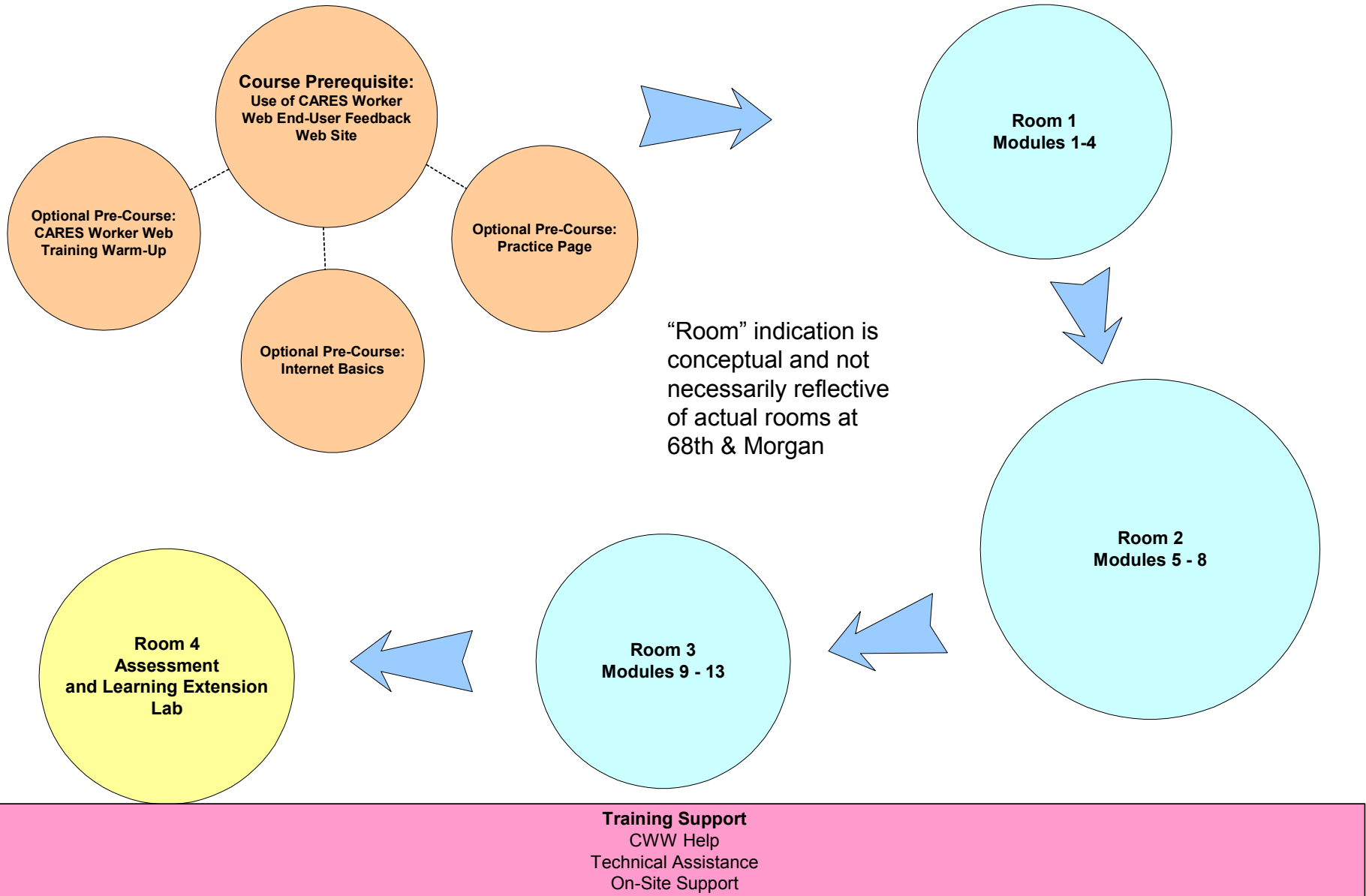
3) Learning Assessment

2B) CWW Learning Extension Lab



Milwaukee model

CARES Worker Web: A Progressive Dinner at 68th & Morgan Same modules - instructor led or facilitated interaction with distance modules




CWW TRAINING ASSUMPTIONS SO FAR

- The **CWW training package will be mandatory** (needs some refinement and a statement about mandatory for exactly whom).
- **Core modules**
 - For the balance of state, the core modules will be offered via distance
 - For Milwaukee there will be a more facilitated approach (a la the “progressive dinner” – needs more discussion)
 - The CWW training strategy workgroup will continue to work on refining the concepts presented in the core modules and the order in which they will be presented.
- **Assessment and Learning Extension Lab**
 - The assessment will be mandatory after completion of the core modules - the assessments will be fairly basic – address core competencies/skills of the CWW.
 - Issuance of CWW IDs will be based upon assessment score
 - Failure to receive a passing score will mean that no CWW access will be granted and trainee must attend the lab
 - After taking the lab, trainees must take the assessment again and will not get their CWW ID until they pass
 - We will market the lab so that people don’t see it as an opportunity, but rather as repetitious – so that they don’t fail on purpose to take the lab.

CWW TRAINING ASSUMPTIONS SO FAR

- We hope to **pilot our training approach with the pilot county** (ies) – they will get an increased amount of on site support and TLC from us, but the training approach will be the same as it will be for the statewide rollout.
- Since there are limitations to using Authorware with this type of changing content, we will explore **using the CWW training environment for hands on practice and activities**. The workers we designate as needing access to the training environment will get access to both training and production with their CWW ID.
- Trainers will all be given access to the training environment and to UAT.
- There will be TtT events that will include our trainers and local agency representatives (trainers and/or CARES coordinators and/or transfer coordinators).
- A “S.W.A.G”. for how long it will take to train the core modules is **2.5 days (20 hours?)** – this is JUST A GUESS - more work needs to be done on this once the content in the modules is finalized.
- We are exploring the possibility of establishing a “training call center” staffed with trainers to address customer needs with the distance approach.
- We need **buy in and support** at all levels to achieve success with the distance based approach. We will work with IMAC, W-2 C&I, and there will be an admin memo about CWW implementation in August that includes training information/directives.
- This entire approach will be shared with **stakeholders** including the trainers, IMAC and W-2 C&I.
- There will be a new worker hiatus based on the rollout schedule

IMPLEMENTATION TIMELINE

ACTIVITY	DATE	
Pilot in one agency Pilot agency TBD – Sauk, Jefferson and Rock have been asked to pilot	January 21, 2005	
Additional pilot agencies	Feb/March 2005	
Rollout Wave 1	May 1, 2005	
Rollout Wave 2	June 1, 2005	
Rollout Wave 3	July 1, 2005	
Rollout Wave 4	August 1, 2005	
Rollout Milwaukee	May – August 2005	

CORE MODULE CONTENT AND DISTANCE DELIVERY METHOD - EXAMPLES

MODULE 1 - INTRO TO CWW

- **Topics included**
 - Background
 - What is CWW
 - Comparisons to current CARES
 - Current project overview
 - Plans for future projects
- **Issues:**
 - Content already exists in source material
 - Content is static
 - Can be written ASAP
 - Lots of text, not a lot of screen prints
- **Media Selection tool outcome:**
 - Possibilities: Workbook, PowerPoint
 - Web page
- **Chosen delivery method:**
 - (Example only) PowerPoint

MODULE 2 - CWW SYSTEM CONVENTIONS AND STANDARDS

- **Topics Included**
 - Page layout
 - Buttons and dropdowns
 - Functional comparison to CARES
 - CWW pages vs. CARES screens
 - Saving data
 - Previous and next buttons
 - Visual cues (grey, white, etc.)
- **Issues**
 - Interactivity is desirable but not imperative
 - Content is fairly static
 - Systems changes should be minimal
 - Can be written ASAP
- **Media Selection tool outcome**
 - Possibilities: Flash, ViewletBuilder
 - movie, Authorware
- **Chosen delivery method**
 - (Example only) Authorware

CORE MODULE CONTENT AND DISTANCE DELIVERY METHOD - EXAMPLES

MODULE 3 - CWW INTELLIGENT NAVIGATION AND DATA ENTRY

- **Topics included**
 - Intelligent driver flow
 - Menu bar
 - Individual and sequence navigation
 - History navigation
 - effective dates
 - Page types (detail, gatepost, summary, case summary)
- **Issues:**
 - Content is not static - there are many interdependencies
 - Systems changes are not complete
 - Interactivity is imperative
 - Cannot be written until systems changes are final
- **Media Selection tool outcome:**
 - Virtual classroom, Supported Independent activity packet, Authorware
- **Chosen delivery method**
 - (Example only) Virtual classroom with guided training environment exercises

MODULE 4 - USING HELP

- **Topics Included**
 - System help
 - Policy (including information on revised on line handbooks)
 - Process help
 - Links to other resources
- **Issues**
 - Interactivity is desirable but not imperative
 - Content is static
 - Systems changes should be minimal
 - Writing could probably start but may depend on EUF website feedback
- **Media Selection tool outcome**
 - Possibilities: Flash, ViewletBuilder movie, Authorware CBT
- **Chosen delivery method**
 - (Example only) Flash